

MEDICAL TRANSCRIPTION SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
4715(4150)	Medical Transcriptionist I	04	443	6 mo.	06/27/89
4716(4150)	Medical Transcriptionist II	04	443	6 mo.	06/27/89
4717(4150)	Medical Transcriptionist III	04	443	6 mo.	06/27/89
4718(4150)	Medical Transcriptionist IV	03	443	6 mo.	06/27/89
4670(0947)	Coordinator of Medical Transcription	03	443	6 mo.	06/27/89

Promotional Line: 151

Series Narrative

Employees in this series are primarily engaged in transcribing a variety of materials containing medical or surgical terms (such as physicians' notes of office visits, initial histories and physical examinations, initial evaluations, consultation notes, operative procedures, progress notes, referral letters, case histories, and discharge summaries), using word processing equipment and their knowledge of medical/surgical terminology and prescribed formats. Medical Transcriptionists also may secondarily perform a variety of other secretarial or clerical functions needed in a medical unit.

At the upper levels Medical Transcriptionists are involved in the supervision and training of subordinates, the maintenance and modification of equipment hardware and software, and/or the coordination of work operations.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Medical Transcriptionist I

4715(4150)

Employees at this level are entry level transcriptionists who receive initial instruction in and orientation to the formats and terminology used in the specific medical area(s) to which they are assigned. They then transcribe standard materials that are straightforward, clear, and non-complex. They work under direct supervision from a designated supervisor.

A Medical Transcriptionist I typically--

1. receives instruction in and performs transcription of a variety of materials containing medical/surgical terminology in one or more medical areas
2. operates and performs routine maintenance or adjustments on a variety of office machines or equipment (such as photocopy machines, dictation systems, and text-editing equipment)
3. maintains records (such as daily logs and lists) that reflect work flow and completion; provides statistical summaries on production
4. uses a variety of technical and complex source documents (such as medical dictionaries, procedures manuals, word lists, and other reference books) to aid in the spelling and use of medical terms

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5. performs other secretarial/clerical duties as required
6. performs related duties as assigned

Level II: Medical Transcriptionist II

4716(4150)

Employees at this level rapidly and accurately transcribe a wide variety of materials in one or more medical areas that are difficult or complex due to lack of clarity and/or specialized nature. They work under general supervision from a designated supervisor.

A Medical Transcriptionist II typically--

1. types comprehensive diagnostic evaluations from dictation
2. composes routine letters regarding medical/surgical findings as directed
3. types and edits medical materials (such as progress notes, referral letters, case histories, or patient charts]
4. performs other clerical duties (such as allocation/retrieval of materials to/from medical records, monitoring the dictation of progress notes and following up on notes not dictated, and assigning patient numbers or other identifiers to dictation, laboratory reports, x-ray reports, etc.)
5. writes factual information in charts as directed by superiors or physicians
6. maintains records (such as daily logs and lists) that reflect work flow and completion; provides statistical summaries on production
7. uses a variety of technical and complex source documents (such as medical dictionaries, procedures manuals, word lists, and other reference books) to aid in the spelling and use of medical terms
8. may provide assistance to lower level staff as needed or requested
9. performs duties listed at the first level of this series with speed and accuracy
10. performs related duties as assigned

Level III: Medical Transcriptionist III

4717(4150)

Employees at this level serve as lead workers among a group of other transcriptionists in a large transcription unit or as working supervisors in smaller units. They work under general direction from a designated supervisor.

A Medical Transcriptionist III typically--

1. reviews incoming work for length, content, clarity, and degree of difficulty; assigns work to transcriptionists according to level and capability of staff and difficulty of work; identifies priority work and ensures its completion

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2. oversees or supervises the activities of a group/unit, such as:
 - monitoring work flow and volume of work and identifying the need for overtime usage or extra help
 - evaluating the effectiveness of current procedures of the group/unit
 - identifying deficiencies and recommending possible solutions to supervisor
 - maintaining work-flow statistics and submitting summary data to superiors
3. transcribes complex or difficult dictation rapidly and accurately
4. trains newly hired transcriptionists and other assigned staff on proper completion of work; provides instruction on formats prescribed by physicians or for various types of documents
5. assists in the maintenance of procedures manuals; updates active word lists; updates listings of medical personnel (physicians, clinic secretaries, nurses, medical students, etc.)
6. interprets complex or technical reference materials (such as medical dictionaries and procedures manuals) to aid in assisting or training staff
7. performs duties listed at lower levels of this series independently with a high level of speed and accuracy
8. performs related duties as assigned

Level IV: Medical Transcriptionist IV

4718(4150)

Employees at this level maintain the operation of and participate in modifications to extensive word processing systems and equipment used in transcribing medical/ surgical materials. They also train users in the use and capabilities of the system. They work under general direction from a designated supervisor.

A Medical Transcriptionist IV typically--

1. monitors and maintains word processing systems, such as:
 - investigating problems with hardware and initiating appropriate action to resolve them
 - identifying software problems and notifying vendors
 - developing and updating operating procedures and monitoring their implementation
 - maintaining record storage systems for users and performing record storage and retrieval activities
 - performing system shut-down as needed for maintenance
2. participates in modifications made in the word processing system, such as:

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- assisting computer staff or vendors with the installation of new software
 - developing new formats and programming equipment
 - making recommendations on the acquisition, use, or operation of equipment, which may include automated text-editing or other computerized equipment
3. trains users (such as new staff, lead operators, and clerical staff) in the operation of the word processing system; provides explicit information regarding the physical use of the system; meets with users to discuss and evaluate user needs and to coordinate training and usage
 4. identifies any deficiencies within a group (such as the need for staff training, equipment needs or problems, etc.) and seeks appropriate resolutions
 5. performs duties listed at lower levels of this series
 6. in the absence of designated supervisor, temporarily supervises work production and clerical activities of a group of persons performing medical transcription, including responsibility for supervision of staff, monitoring work flow, and determining work schedules
 7. performs related duties as assigned

Level V: Coordinator of Medical Transcription

4670(0947)

Employees at this level are responsible for the overall operation of a centralized medical transcription unit serving several medical disciplines. They work under administrative direction from a designated supervisor.

A Coordinator of Medical Transcription typically--

1. directs work production and staff in the unit, such
 - selecting, training, and evaluating staff, directly or through subordinates; establishing training programs for new staff and maintaining ongoing training for current employees
 - coordinating and assigning hours of work to staff to assure optimum coverage for all work periods; monitoring the need for and initiating overtime usage or the hiring of temporary or extra-help appointments as work flow demands
 - developing unit operating policies and procedures; initiating and monitoring the preparation and maintenance of procedures manuals
2. coordinates work production within the unit, such as;
 - monitoring the quality of work produced
 - initiating the development of typing and procedure formats and procedures for physicians in each specialty area
 - monitoring and evaluating the level of work and production of the unit

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- reviewing and evaluating data on work flow and productivity; designing and preparing work production reports
- 3. monitors and controls the operation and use of facility office automation equipment, including maintaining security of equipment and assigning operator profiles and security access codes for system
- 4. interacts with medical professionals (such as physicians, residents, and medical students). administrators, vendors, and university staff in order to:
 - determine priority needs and coordinate delivery schedules
 - identify needs of document originators and evaluate quality of service
 - resolve issues related to equipment purchase, replacement, maintenance, repair, or enhancements
- 5. may perform duties listed at lower levels of this series during peak periods and/or emergency situations
- 6. performs related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO

Level I: Medical Transcriptionist I

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. any one or any combination of the following types of preparation:
 - (a) credit for college course work in the secretarial sciences field that included instruction in medical transcription and medical terminology
 - (b) secretarial/clerical work experience that involved keyboarding and transcription of medical/surgical materials (such as referral letters, court testimonies, insurance letters, manuscripts, and progress reports)
 - (c) credit for training in a post high school program for medical transcriptionists, medical office specialists, or other programs that included instruction in medical terminology and medical transcription

that totals 1.0 unit according to the following conversion rates:

30 semester hours of "a," 5 of which were in medical transcription and medical terminology = 1.0 unit

9 months of "b" = 1.0 unit

9 months (39 weeks) of "c" (or equivalent course work) = 1.0 unit.

Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of medical terminology and an understanding of root words, prefixes, suffixes, and their relationships to medical terms
2. knowledge of the use of medical reference books (such as Dorland's Illustrated Medical Dictionary, Billup's American Drug Index, and Physicians' Desk Reference Manual)
3. skill in keyboarding material containing medical/surgical terminology
4. skill in transcribing medical/surgical material from voice-recorded dictation equipment
5. ability and willingness to interact with physicians, resident physicians, nurses, medical students, and clinic clerical staff

Level II: Medical Transcriptionist II

4716(4150)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirement listed for the Medical Transcriptionist I
2. one year of work experience performing duties comparable to those listed for the Medical Transcriptionist I

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. working knowledge of medical terminology and a working understanding of root words, prefixes, suffixes, and their relationships to medical terms
2. knowledge of format structures for a variety of medical materials
3. proficiency in keyboarding materials containing medical/surgical terminology
4. skill in transcribing medical/surgical material from voice-recorded dictation equipment
5. skill in the use of medical reference books (such as Dorland's Illustrated Medical Dictionary, Billup's American Drug Index, and Physicians' Desk Reference Manual)
6. ability to identify medical terms used in different specialties
7. ability and willingness to interact with physicians, resident physicians, nurses, medical students, and clinic clerical staff

Level III: Medical Transcriptionist III

4717(4150)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirements listed for the Medical Transcriptionist II
2. one year of work experience performing duties comparable to those listed for the Medical Transcriptionist II

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough knowledge of medical terminology and thorough understanding of root words, prefixes, suffixes, and their relationships to medical terminology
2. knowledge of the concepts and capabilities of text-editing systems
3. proficiency in keyboarding materials containing medical/surgical terminology
4. skill in transcribing medical/surgical material from voice-recorded dictation equipment
5. skill in identifying medical terms used in different specialties and subspecialties
6. skill in interpreting complex or technical reference materials (such as Dorland's Illustrated Medical Dictionary, Billup's American Drug Index, and Physicians' Desk Reference Manual)
7. ability to lead and direct the work of others
8. ability and willingness to interact with physicians, resident physicians, nurses, medical students, and clinic clerical staff

Level IV: Medical Transcriptionist IV

4718(4150)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirements listed for the Medical Transcriptionist III
2. one year of work experience performing duties comparable to those listed for the Medical Transcriptionist III

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough knowledge of medical terminology and thorough understanding of root words, prefixes, suffixes, and their relationships to medical terminology
2. knowledge of the concepts and capabilities of automated text-editing equipment and systems
3. ability to read and interpret complex procedures manuals for computer hardware/software

4. skill in identifying medical terms used in different specialties and subspecialties
5. skill in interpreting complex or technical reference materials (such as Dorland's Illustrated Medical Dictionary, Billup's American Drug Index, and Physicians' Desk Reference Manual)
6. ability to supervise lower level staff
7. ability to plan and direct the work of others
8. ability and willingness to work with administrators
9. ability and willingness to interact with physicians, resident physicians, nurses, medical students, and clinic clerical staff

Level V: Coordinator of Medical Transcription

4670(0947)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. (A) two years of progressively more responsible medical transcription experience comparable to the Medical Transcriptionist I and II

or

(B) 2 years of work experience in a health care facility that required extensive knowledge and use of medical terminology (such as a medical records administrator/technician or medical assistant)

or

(C) any combination of the above that totals 2 years
2. 2 years of work experience comparable to the Medical Transcriptionist III. (Experience comparable to the Medical Transcriptionist IV may be substituted for up to one year of the above experience comparable to the Medical Transcriptionist III.)

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough knowledge of medical terminology and thorough understanding of root words, prefixes, suffixes, and their relationships in the medical terminology of several medical specialties
2. knowledge of the concepts and capabilities of text-editing equipment and systems
3. skill in interpreting complex or technical reference materials (such as Dorland's Illustrated Medical Dictionary, Billup's American Drug Index, and Physicians' Desk Reference Manual)
4. proficiency in keyboarding and transcribing medical/surgical materials

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5. ability to coordinate and manage the daily operations of a centralized group of persons performing medical transcription
6. ability to analyze and develop office guidelines, procedures, and work schedules
7. ability to prepare management reports that reflect work flow and production
8. ability to work under the pressure of deadlines and interruptions
9. ability and willingness to interact with physicians, resident physicians, nurses, medical students, and clinic clerical staff

Medical Transcriptionist I	(NEW)
Medical Transcriptionist II	(NEW)
Medical Transcriptionist III	(NEW)
Medical Transcriptionist IV	(NEW)
Coordinator of Medical Transcription	(NEW)